

September 2, 2014

CalWORKs Program Guide (CPG) Letter No. 326

Subject **WELFARE TO WORK COMPLIANCE PROCESS UPDATES**

Effective Upon receipt

Purpose To issue instructions regarding Welfare to Work (WTW) Compliance Process updates for both Eligibility and Employment Services (ES) staff.

Background CalWORKs Program Guide Chapters related to the WTW Compliance Process have been updated with additional policy clarifications and processes.

Summary of Updates The following CalWORKs Program Guide (CPG) sections have been updated <http://hhsa-pg.sdcounty.ca.gov/>:

CPG Section	Updates
10-025 A. Noncompliance Initiation for WTW	<ul style="list-style-type: none">• Removed 30-Day Reasonable Contact Timeframe• Removed requirement to attempt to schedule client into the next appropriate activity prior to initiating the noncompliance (NONC) process• Added Sanction Review Denials section• Added Noncompliance Initiation Deadline• Added Noncompliance Process for Exempt Volunteers• Added Noncompliance Notices of Action/Forms section• Added Sanction Reengagement Letters• Replaced need for 27-43 with NA 840/845• Replaced need for 27-40 with WTW 4• Added WTW 4 Notice to Other Parent and NA 845 requirement for two parent households where second parent is noncompliant• Updated Potential Sanction Reviewer Outcomes
10-025 B. Sanction Review Process for Contracted Staff	<ul style="list-style-type: none">• Deleted section• Incorporated policies into 10-025 A. & new 10-025 B.
10-025 B. Cause Determination for WTW Noncompliance	<ul style="list-style-type: none">• Newly renumbered section• Added requirement for WTW 27 and WTW 4 to be sent by HSS Sanction Review Staff along with NA840/845• Added 20-Day Cause Determination Outcomes• Added 21st Day Compliance Review Request actions

	<ul style="list-style-type: none"> for ECM & HSS Sanction Review Staff Added 21st Day Compliance Review Request actions for Exempt Volunteers for ECM and FRC WTW Liaison Added 21st Day Compliance Review Follow-Up Added Sanction Effective Date and scenarios
10-025 C. Compliance Plan	<ul style="list-style-type: none"> Newly renumbered section Added specific Compliance Plan Outcome steps for ECM, HSS Sanction Review Staff and FRC WTW Liaison Added Compliance Plan Failure Notices to be sent by HSS Sanction Review Staff: Notice of Action NA 816 Sanction of Participant after Failed Compliance Plan and NA 817 Sanction of Second Parent after Failed Compliance Plan Updated Post Compliance Plan Assignment
10-025 D. Sanction Cure Process	<ul style="list-style-type: none"> Newly renumbered section Consolidated Sanction Cure Examples under Restoration of Aid section Added <ul style="list-style-type: none"> Alternative Cure Activities Sanction Cure and Supportive Services Sanction Cure Plan Restoration of Aid Sanction Cure Plan Outcome Updated Sanction Transition Period and Sanction Transition Cure Plan sections with Sanction Transition Activity
10-025 E. Sanction Application	<ul style="list-style-type: none"> Deleted section Incorporate policies into new CPG 40-200 Removed Sanction Imposition Timeframes for HSS
10-025 E. Noncompliance Process for Two Parent Assistance Unit	<ul style="list-style-type: none"> Newly renumbered/renamed section Added WTW 4 Requirement Added Second Parent Compliance Notice, NA845 Updated Curing Requirements for Two-Parent AU
10-025 F. Special Circumstances and WTW Sanctions	<ul style="list-style-type: none"> Deleted section Duplicate information in other sections of the CalWORKs Program Guide
10-025 F. WTW Sanctions and State Hearings	<ul style="list-style-type: none"> Deleted section Duplicate section CPG 10-030 I. Sanctions and State Hearings
10-005 J. Employment Services Requests and Escalation Process	<ul style="list-style-type: none"> Added chart with CalWORKs Employment Services Program Types Updated ESR types Updated ESR process to include requests from Eligibility to Employment Services Updated 27-357 Employment Services Request form Reduced Acceptable Processing Timeframes to 5

	<p>business days for all non-emergency requests.</p> <ul style="list-style-type: none"> • Reduced Escalation Timeframes from a total of 10 additional business days to 4 additional business days from initial request.
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**Program
Impact**

There is no impact to other programs.

**Automation
Impact**

The following How To instructions have been updated upon the issuance of this letter:

- [How To 242 Impose a WTW Financial Sanction-HSS Staff](#)
- [How To 269 Rescind a WTW Sanction-HSS Staff](#)
- [How To 205 Develop Compliance Plan](#)
- [How To 208 Initiate Non Compliance Process ES Staff](#)
- [How To 240 How to Cure WTW Sanction - HSS Staff](#)

**Client
Correspondence
Impact**

Upon issuance of this CPG Letter, the following forms have been updated and will be available in the Xerox Print Center:

- 27-357 Employment Services Request Form
- Sanction reengagement forms available in English and Spanish:
 - 27-337 Get Your CalWORKs Benefits Back-Initial
 - 27-338 Get Your CalWORKs Benefits Back-Home Visit

The NA 845, Sanction of Second Parent, has been updated to the CalWIN Intranet for immediate use.

**CERMS
Impact**

Documentation requiring imaging will be submitted for document capture into CERMS.c c c

**Quality
Control (QC)
Impact**

QC will cite the appropriate error on any case that does not comply with the requirements outlined in this material.

**Director
Approval**



RICK WANNE, MA MFT
Director
Eligibility Operations

**Manager
Contact
LG**

CalWORKs Program